

Keighley gets a new club management system from Open Solutions

Keighley's relationship with club management technology is an unusual one. Up to five years ago, it had EPoS tills with a back office reporting system and swipe cards, but which couldn't be integrated with the membership software. Time consuming duplication of the membership database and inputting of new data was a problem, but when a new Treasurer found the system was also losing track of the members' accounts, it was decided to throw it all out!

Cameron Dawson, the Club Secretary since 2000, has managed the club for the last five years without any EPoS system; the bar staff simply pressed a button with each members' order to identify a 10% discount. However, it also meant valuable time was taken up doing the work of a modern system: for example, pricing changes could take four hours to complete.

GPoS – good for the club

In spite of its past experience, the club became convinced it should invest in a new system, and decided to install the GPoS till system from Open Solutions. Cameron's already seeing the benefits: 'Price changes take 10 minutes instead of four hours! It's very easy to get our key reports, and to change things. The other day we needed to change a card over to one that enabled a society to run a tab, ie. one without the usual members' discount – it took a couple of minutes to set it up.'

Good for the staff and members

'The new touch screen tills have gone down really well with the bar staff, ie. the people at the sharp

end who have to use them everyday. They find them easier and faster to use, especially when things are busy; they can interrupt each other's orders and not lose anything.'

'The members like the cards because we've set them up so that they can buy drinks and food with them, so there's no need for cash. They can also use the same cards to get into the club because Open Solutions have also enabled the swipe cards to operate our existing access control system, even though it's a stand-alone system. But we're planning to get one that runs off the same membership database.'

'We've got £3,000 on deposit after one month from those members that have elected to put money on their cards. Everyone's got a card, but it's a voluntary system and they have to put money on them to get the 15% discount. The take-up to date by our members is very encouraging.'

'For myself, the GPoS system has meant that my control and reporting have improved dramatically. The time saved combined with the reports I can now run will mean the club will be managed more effectively. That's the whole point of our getting this system.'

Good for the management of the club

'For myself, the GPoS system has meant that my control and reporting have improved dramatically. The time saved combined with the reports I can now run will mean the club will be managed more effectively. That's the whole point of our getting this system.'

Expansion continues at Open Solutions

A new appointment has been made at Open Solutions: Steve McAnena, who specialises in the development of security software, has joined the team.

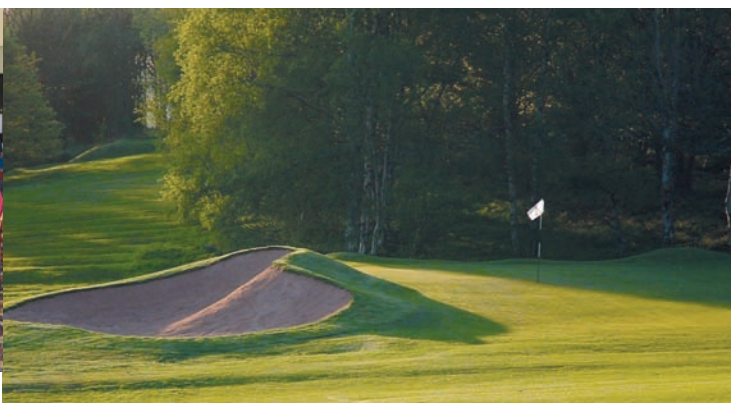
His input is already being made with the recent creation of an access control system that works off the Open Solutions membership software, but which can be easily adapted to use smart, swipe or proximity cards. Steve McAnena's appointment at Open Solutions is in direct response to the increasing pressure on golf clubs to find ways of improving their security, and to develop systems – be it card entry, cameras, or barrier control – that are both effective and easily managed by the club.

Turning problems into opportunities

A good example is Berkhamsted GC, run by General Manager Barry Hill. Following a break-in, the club decided to implement an access control system on four key doors in the clubhouse. However, because the club already have the GPoS system for their tills and PSI, the access control could be fully integrated to run off the same membership database. To make things easier for the members, and cut down on swipe card wear and tear, the members' swipe cards were all replaced with proximity cards which can be read at the tills and the PSI systems in the club, as well as by the readers at the doors.



Keighley GC: refurbishing the technology as well as the clubhouse'



opensolutions

where client satisfaction comes as standard

CONTACT DETAILS:

Tammy Hewins Sales Director, England, Scotland and Wales • 0800 107 5285, e-mail tammy@gpos-uk.com

Malcolm Dilley Sales and Marketing Director, Ireland • 0800 107 5286, e-mail malcolm@gpos-uk.com

www.gpos-uk.com